

## CLAIM AMENDMENTS

### IN THE CLAIMS

This listing of the claims will replace all prior versions, and listing, of claims in the application or previous response to office action:

1. (Previously Presented) A method of detecting and reporting failures in a computer comprised of:
  - assigning one or more alpha numeric designated event codes exclusively to a particular failure event;
  - detecting the particular failure event in a device of the computer;
  - storing the one or more exclusively assigned event codes associated with the detected particular failure event in an error log;
  - parsing the error log for the one or more stored event codes if the event codes compare to one or more determined values; and
  - relating the parsed event codes to one or more frequently asked question (FAQ) files.
2. (Previously Presented) The method of detecting and reporting failures in a computer of claim 1 further comprising:
  - presenting the one or more FAQ files to a user.
3. (Original) The method of detecting and reporting failures in a computer of claim 1 wherein the error log is further parsed for redundant event codes.
4. (Original) The method of detecting and reporting failures in a computer of claim 2 further comprising:
  - providing customized pages related to the FAQ files to the user comprised of:
    - creating a template;
    - inputting into the template relevant content from the error log; and

masking out non relevant content from the template.

5. (Original) The method of detecting and reporting failures in a computer of claim 4 wherein the FAQ files and the template written in HTML.

6. (Currently Amended) A computer system comprising:  
a processor;  
computer readable medium coupled to the processor; and  
computer code, encoded in the computer readable medium, configured to cause the processor to:  
assign one or more alpha numeric designated event codes exclusively to a particular failure event;  
detect the particular failure event in a device of the computer;  
store the exclusively assigned one or more event codes of the detected particular failure event in an error log;  
parse the error log for the one or more stored event codes if the event codes compare to one or more determined values; and  
relate the parsed one or more event codes to one or more frequently asked question (FAQ) files.

7. (Previously Presented) The computer system of claim 6 wherein the processor is further configured to:  
present the one or more FAQ files to a user.

8. (Original) The computer system of claim 6 wherein the error log is further parsed for redundant event codes.

9. (Original) The computer system of claim 7 wherein the processor is further configured to:

provide customized pages related to the FAQ files to the user comprised of:  
creating a template;  
inputting into the template relevant content from the error log; and  
masking out non relevant content from the template.

10. (Original) The computer system of claim 9 wherein the FAQ files and the template are written in HTML.

11. (Previously Presented) A computer program product encoded in computer readable media, the computer program product comprising:

- a first set of instructions, executable on a computer system, configured to assign one or more alpha numeric designated event codes exclusively to a particular failure event;
- a second set of instructions, executable on the computer system, configured to detect the particular failure in a device of the computer;
- a third set of instructions, executable on the computer system, configured to store the exclusively assigned one or more event codes of the detected particular failures in an error log;
- a fourth set of instructions, executable on the computer system, configured to parse the error log for the stored one or more event codes if the one or more event codes compare to one or more determined values; and
- a fifth set of instructions, executable on the computer system, configured to relate the parsed event codes to one or more frequently asked question (FAQ) files.

12. (Previously Presented) The computer program product of claim 11 further comprised of:

- a sixth set of instructions, executable on the computer system, configured to: present the related FAQ files to a user.

13. (Original) The computer program product of claim 11 further comprised of:  
a seventh set of instructions, executable on the computer system, configured  
to:  
parse the error log for redundant event codes.
14. (Original) The computer program product of claim 12 further comprised of:  
a eighth set of instructions, executable on the computer system, configured to:  
provide customized pages related to the FAQ files to the user comprised of:  
creating a template;  
inputting into the template relevant content from the error log; and  
masking out non relevant content from the template.
15. (Original) The computer program product of claim 14 wherein the FAQ files  
and the template are written in HTML.